

[? Help](#)

Job details

Job 1 of 1

[Apply to job](#)[Send to friend](#)[Save to cart](#)[View similar jobs](#)**Bulletin Number** 34883BR**Type of Recruitment** Open Competitive Job Opportunity**Department** Mental Health**Position Title** INFORMATION TECHNOLOGY AIDE**Exam Number** 22584E**Filing Type** Open Continuous**Filing Start Date** 04/18/2014**Salary Type** Monthly**Salary Minimum** 2976.73**Salary Maximum** 3891.10**Position/Program Information** Provides assistance to professional information technology (IT) staff by performing routine information systems related tasks in a centralized information technology organization.**Essential Job Functions**
Collect, compile, and process paper and electronic Provider File Adjustment Requests (PFARs) and Legal Entities (LE) Provisional Rate Request/Approval Exhibits for Provider Relations to support LE organizational providers and Fee for Services Outpatient (FFS2) providers.

Provide assistance in resolving issues of procedure codes, services, rates, and funding sources in Integrated Behavioral Health Information Systems (IBHIS) and Integrated Systems (IS).

Issue applicable Provider File Change Notices (PFCNs) to provider management and the Department of Mental Health (DMH) relevant divisions.

Assist in conducting system testing and document test scripts for upgrades and new releases.

Assist in the development of business analysis and collect system documentation for upgrading all

versions of the PFAR paper based form.

Create and/or modify online tables with staff association, discipline code/taxonomy, and licensure for appropriate claim submission.

Perform database searches to avoid creation of multiple staff codes.

Maintain system files and assist with credentialing rendering provider in the legacy systems according to DMH business rules and information security guidelines during the IBHIS phased-in implementation process.

Create performing practitioner user accounts and profiles in active directory.

Provide instructions related to accessing IBHIS (Avatar application) .

Issue and reset passwords.

Process workforce clearance reports to ensure prompt de-provisioning of associations and performing practitioner access in enterprise-wide systems.

Utilize established template, create confirmation letter to Provider's contact person and/or performing practitioner of add/change/deletion action.

Requirements

SELECTION REQUIREMENTS: Two (2) years of highly specialized* or supervisory** clerical experience involved with information technology*** including the use or installation of desktop software.

Physical Class

Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

**License(s)
Required**

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

Special

*Highly specialized clerical experience is defined as

Requirement Information	<p>clerical experience at the senior level with extensive knowledge of program related area, processes and procedures, and experience in a specific subject matter.</p> <p>**Supervisory clerical experience is defined as supervising, for a substantial portion of his/her time, general and specialized office clerical work typically at the level of a Los Angeles County Supervising Clerk or Supervising Typist-Clerk. Has full supervisory responsibility including planning, assigning, scheduling, hiring, rating performance evaluations, disciplining, and counseling clerical employees. Provides day-to day technical and administrative supervision to subordinate clerical staff.</p> <p>***Information technology is defined as experience gained in an IT office providing customer service, support, or assistance with computers or computer networks (i.e. Helpdesk duties)</p>
Examination Content	<p>This examination will consist of an evaluation of experience based upon application information weighted 100%.</p> <p>Candidates must achieve a passing score of 70% or higher on the examination in order to be placed on the eligible register.</p>
Special Information	<p>FINGERPRINTING AND SECURITY CLEARANCE: Employment is subject to security clearance which may include fingerprinting. Any false statement or omission of material fact may cause forfeiture of employment rights. Information presented on employment applications, resumes and during the examination process is subject to verification.</p> <p>Past and present mental health clients and family members are encouraged to apply.</p>
Vacancy Information	<p>The eligible register for this examination will be used to fill vacancies in the Department of Mental Health.</p>
Eligibility Information	<p>The names of candidates receiving a passing grade in the examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation.</p>

Available Shift
Application and Filing Information

Retake: No person may compete for this examination more than once every twelve (12) months.

Any

APPLICATIONS MUST BE FILED ON-LINE ONLY. APPLICATIONS SUBMITTED BY U.S.MAIL, FAX OR IN PERSON WILL NOT BE ACCEPTED.

Fill out your application completely. Provide any relevant education, training and experience in the spaces provided so we can evaluate your qualifications for the job.

All information is subject to verification.

We may reject your application at any time during the selection process.

This examination will remain open until the need of the services are met, and is subject to closure without prior notice.

INSTRUCTIONS FOR FILING ONLINE:

Applicants must apply online by clicking on the tab above or below this bulletin that reads, **Apply to Job** so you can apply online and track the status of your application.

We must receive your Application by 5:00 pm, Pacific Standard Time, on the last day of filing.

Note: If you are unable to attach documents, you may email them to sahn@dmh.lacounty.gov within five (5) days of filing online. **Please include your Name, Exam Number and Exam Title on all documents.**

ADDITIONAL INFORMATION REGARDING ONLINE FILING:

SOCIAL SECURITY NUMBER:

All applicants must enter a valid social security number at the time of filing. Entering anything other than a valid social security (i.e. 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

COMPUTER AND INTERNET ACCESS AT LIBRARIES:

For candidates who may not have regular access to a computer or the internet, applications can be completed on computers at public libraries throughout Los Angeles County.

NO SHARING OF USER ID AND PASSWORD:

All applicants must file their application online using their own user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

The acceptance of your application depends on whether you have **clearly** shown that you meet the **SELECTION REQUIREMENTS**. Please fill out the application completely and correctly to receive full credit for any related education, training, and job experience. In the space provided for education, include the names and addresses of schools attended, titles of courses completed, dates completed, and number of credits and/or certificates earned. For each job held, give the name and address of your employer, your job title, beginning and ending dates, description of work performed, and salary earned. All information supplied by applicants is subject to verification. Applicants may be rejected at any stage of the selection process.

County of Los
Angeles
Information

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:

[COUNTY OF LOS ANGELES BULLETIN](#)

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Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

Department Contact Name	Soo Jung Ahn
Department Contact Phone	(213) 637-0793
Department Contact Email	sahn@dmh.lacounty.gov
ADA Coordinator Phone	(213) 738-2823
Teletype Phone	(800) 735-2922
California Relay Services Phone	(800) 735-2922
Job Field	Information Technology
Job Type	Technicians

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